ONLINE REPORTING FAQ

GENERAL QUESTIONS

- How do I access the online reporting system?
    - You can access the online system one of two ways. Either go to our main website at http://www.in.gov/ihcda/ and click on Online Compliance Report on the top right, or by typing https://ihcdaonline.com/ in your web browser.

- What properties must use the online reporting system?
    - Effective January 1, 2009, all IHCDA assisted multi-family rental developments are required to enter tenant events using the online system.

- When do online reporting requirements begin for my property?
    - For all rental properties, the owner must begin reporting tenant events in the online system as soon as the buildings are placed in service. For tax credit properties, the first annual owner certification and corresponding fees are due by January 31st of the year following the first year of the credit period. For HOME/CDBG/NSP properties, the first annual owner certification is due by January 31st of the year following the first year of the affordability period.

- What types of events need to be reported?
    - Tenant events include move-ins, move-outs, annual recertification, unit transfers, rent and utility allowance changes, household composition updates, and student status updates.
        - These do not include interim recertification performed for other programs, such as Section 8 or RD.

- How often do we need to do the reporting?
    - Per the compliance manual, you are required to do online reporting at least every thirty (30) days, but it is recommended that you do it as soon as you have a new event. It's very important to stay current on your reporting and not wait until the end of the year. IHCDA receives a large amount of people contacting us with problems at the end of the year, so it may take us longer than normal to get back with you if you wait until the submission deadline.

- What is the deadline for annual reporting submission?
    - Online reporting covers the period from January 1 – December 31 of each year and is due to IHCDA by the close of business **January 31st** of the next calendar year.

REQUESTING USER ACCESS

- What type of access do I need?
    - **Project Owner:** If you are the owner of the property, and only the owner, then you will require Project Owner access to your property. With this access, you can do everything for your property, including approving/denying access to anyone requesting it (IHCDA requires that the owners are the ones who are responsible for this).
    - **Property Manager:** The property manager can do everything the owner can except for approving requests for access. They can enter OC tenant information and submit. They can complete progress reports.
    - **OC Editor:** OC Editors can enter and edit all Owner Certification information and submit**.**
    - **OC Viewer:** OC Viewers can only view Owner Certification information.
    - **Progress Report Editor:** Progress Report Editors can edit and submit the semi- annual progress reports.
    - **Progress Report Viewer:** Progress Report Viewers can only view the progress reports.

- What is my organization code?
    - There are two ways to find your organization code. First, if someone else in your organization has an online account, they can log in, click on My Profile, and then on the Organization tab click on Information. Secondly, if you can't find it from someone else in your organization, call IHCDA and ask to talk to the System Specialist.

- Why am I getting an error message that the BIN was not found or owner has not registered?
    - The majority of the time when you get this message it is because the owner of the property has not yet registered themselves for the property. Contact the owner and tell him or her to register for the property. This must be done before anyone else will be able to get access.
    - Another possible problem is you are inputting the wrong BIN. The BIN you enter when requesting access should end in 00 (ex. IN-08-07400) which is the main project BIN. BIN's that end in 01, 02, 03, etc. are individual building BINs. When you get access to the BIN ending in 00 you will have access to all the buildings within that development.
    - If you still get the message, contact the IHCDA System Specialist.

- Why can't I log in after I've requested access to a property?
    - If you don't already have access to other properties (i.e. new users) then you will not be able to log back in to your account after submitting a request for access until your access request has been approved by the designated owner contact. Once the owner approves, then you will have access to the property.
    - If you already have access to other properties and you are having trouble logging in, contact our System Specialist and we can reset your password for you.

- Can IHCDA add a property to my account?
    - IHCDA cannot add a property to your account or list of properties you already have access to. The only way to add a property to your list is by requesting access and being approved by the owner.

- How long does it take to get user access approved?
    - When a user requests access to a property, an email is generated to the individual with Project Owner access stating that someone is trying to gain access to the property. Some emails might automatically spam these messages or some owners have someone else use their log-in credentials to approve requests, so it is highly recommended that when you (successfully) submit a request for access to a property, you contact the owner to let them know there's a pending request. This usually helps to get the process expedited. Owners of the properties are the ones who are responsible for approving/denying requests. The only requests IHCDA approves are for the owners themselves.
        - If you are an owner requesting access, IHCDA checks for pending owner requests once a day, so your request should be taken care of within 24-48 hours after it is successfully submitted.

- Why was my access request denied? - There are a couple of possible reasons:
    - If you registered as the owner and are not the owner, your request will be denied. Only the person listed as the owner on Form A of the Final Application will be approved as the owner. If this person has changed since the application was originally submitted, you will need to submit a Change of Ownership Form which can be found on our website.
    - When creating an account, make sure you are creating it for an individual and not for a general company or organization. A lot of people will create an account for a company using their email address, then they leave the company and the new person can't log in. ALWAYS create an account for an individual with an individual's name, and not the name of the company.
    - If you are not requesting access as the owner, then the owner of the property is the one responsible for approving you. If they deny your request, contact them for clarification.

TENANT EVENT ERROR MESSAGES

- The system says I have an error, but I need to change information in a previous year's reporting in order to proceed. What do I do?
    - Contact IHCDA and ask for the System Specialist. We will open up the previous year's reporting and set it back to active so you can make your changes. After the edits have been made, we will set that year back to a completed status and you will not be penalized.

- I'm getting an error message but I'm confident my information I've input is correct, what can I do?
  - On the main screen for your property there will be a link at the top stating you have ## errors. It doesn't look like a link but it is. Click on it and the screen that comes up will show all the error information. If it is classified as an error, then there's a problem with your information that needs to be fixed before you can save and submit. If it says it's a warning, it is just simply that, a warning that something may be incorrect. Don't be intimidated, as long as you know your information is correct, you can still save and submit successfully if the event is marked with a warning.